STATE OF NEVADA

BRIAN SANDOVAL
Governor

BRUCE BRESLOW
Director

JIM DEPROSSE
Administrator

Department of Business & Industry
MANUFACTURED HOUSING DIVISION

Request for Information:

For

The Replacement of the Manufactured Housing Division's Core Business Systems

Release Date: March 7, 2014

Deadline for Submission: April 14, 2014 @ 4:00PM

(Refer to Section 7, RFI Timeline for the Schedule)

For additional information, please contact:
Grant Reynolds
1830 College Parkway, Suite 100
Carson City, NV 89706
(775) 684-2994

Contents

A Request for Information (RFI) process is not an Invitation to Bid or a Request for Proposal. The State expects vendors to submit creative, competitive solutions to the agency's stated problem or need, as specified below. The information will be used in planning and budget construction. However, the State is not obligated to any vendor through this process, nor does it have any expectations of the responding vendors. If a project receives funding the next phase is a formal Request for Proposal.

1. Introduction

The Nevada Department of Business & Industry, Manufactured Housing Division (MHD) is planning to replace their legacy systems with a new system(s). The new system(s) should streamline operations and provide integration of information across business functions (eliminating information silos).

The purpose of this Request For Information (RFI) is to identify vendors that may have viable solutions to meet MHD's requirements and obtain cost estimates for implementing the most appropriate solution(s). MHD will use the cost information as a basis to create a budget for the new system(s) and request authorization from the Legislature for spending authority.

Since some vendors may have a solution that covers only a portion of their requirements, the Division is open to considering more than one vendor solution to meet its needs.

2. Scope of Work

The scope of work involves replacing all the legacy systems, with the possible exception of one (KOVIS Document Management System). Included in the scope are:

- Software costs, including licensing fees, maintenance fees, software customization and additional programming.
- Hardware Costs
- Services to implement the solution, including analysis & design, project management, data conversion, training, etc.
- Ongoing support costs

Section 5 describes the current systems that are in place.

3. Background

The mission of the Manufactured Housing Division is to protect the interests of the manufactured housing industry and owners or occupants of manufactured homes and commercial structures.

The Nevada Legislature has given the Manufactured Housing Division the responsibility to ensure structures manufactured off site or in a factory are constructed, transported, installed and repaired in a manner that provides a reasonable degree of safety and protection to the public.

The Manufactured Housing Division has adopted codes and standards to govern the construction and repair of these structures. To further protect the public and the building occupants the Division offers a permit and inspection program to ensure a reasonable quality of workmanship and compliance with the adopted codes and standards. Participation in this program is mandatory for all building installations and certain projects. Services provided by our agency include:

- Issuing "Certificates of Ownership" or "Title"
- Licensing manufactured home dealers, salesmen, servicemen, and manufacturers
- Inspect and certify manufactured home production facilities
- Approve plans for additions or modifications to structures regulated by the agency
- Inspect manufactured home and commercial coach installations
- Resolve consumer and landlord / tenant complaints

4. MHD Core Business Functions

This section describes the core business processes performed by the Division.

1. Permitting and Inspections
2. Titling
3. Licensing (including continuing education)
4. Investigations
   4.1. Landlord/tenants in mobile home parks
   4.2. Consumer complaints (with licensees)
   4.3. Other
5. Mobile Home Parks
6. Rent Subsidy Program
7. Cash Receipts/Deposits
8. Online Services to Public

Below are descriptions of current business processes performed within each of the functions.

Permitting and Inspections

The MHD has the responsibility to ensure structures manufactured off site or in a factory are constructed, transported, installed and repaired in a manner that provides a reasonable degree of safety and protection to the public. To protect the public and the building occupants the Division offers a permit and inspection program to ensure a reasonable quality of workmanship and compliance with the adopted codes and standards. Exhibit 1 – Projects Requiring a Permit, provides a list of projects that require a permit. An overview of the business process is presented in Exhibit 2 – Process Flow for Permitting & Inspections.

The Division has a plan review program and some projects require the submission of plans or a written scope of work before a permit can be issued.

Exhibit 1 – Type of Projects That Require a Permit

Project Classification	Type of Project	Base Cost	Additional Cost (Each Additional 30 minutes of time)
Installation	Inspection of Manufactured/Mobile/Modular Home - Single Section	$160.00	N/A
	Inspection of Manufactured/Mobile/Modular Home - Multiple Section	$240.00	N/A
	Inspection of Commercial Coach (Wet)	$160.00	N/A
	Inspection of Commercial Coach (Dry)	$140.00	N/A
	Re-Inspection	$80.00	N/A
Electrical	Heat Producing Appliance (Install)	$90.00	$40.00
	Wiring Repair or Modification** (with dielectric or continuity test)	$90.00	$40.00
	Service Feeder Replacement (with dielectric or continuity test)	$90.00	$40.00
	Distribution Panel Replacement** (with dielectric or continuity test)	$90.00	$40.00
	Conversion of Home** (from gas & electric to all electric home)	$90.00	$40.00
Plumbing	Drain/Water System Replacement	$90.00	$40.00
Gas System	Heat Producing Appliance Install (except cook stove)	$90.00	$40.00
	Low Pressure Manometer Test*** (to re-establish service after interruption)	$90.00	$40.00
	Piping Modifications** (with high & low pressure tests)	$90.00	$40.00
HVAC	On-Site Heating Unit Replacement	$90.00	$40.00
	On-Site AC Unit Install or Replacement	$90.00	$40.00
Structural	Remodel**	$90.00	$40.00
	Damage Repair** (due to fire, flood wind, transportation, etc.)	$90.00	$40.00
Roofing	Replace 25% or more	$90.00	$40.00
	Truss, Sheathing, Sub-Roof, and Shingle**	$90.00	$40.00
	Penetrations and Jacks**	$90.00	$40.00
	Valley Construction**	$90.00	$40.00
	Dormer Construction**	$90.00	$40.00
Miscellaneous	Install Solid Fuel Burning Device (i.e., fireplace, wood stove, etc.)	$90.00	$40.00
	Accessory Structures Attached to the Home (ie., carport, awnings, etc.)	$90.00	$40.00

** Indicates that the inspection requires **approved plans** or a **scope of work**

*** As required by a local utility company

Note: The Division will conduct inspections of Structural Perimeter Foundations ONLY in jurisdictions that do not otherwise conduct inspections of foundations for Manufactured, Modular or Mobile Homes. All foundations must be designed and stamped by a Nevada Registered Engineer or Architect and approved through Manufactured Housing Division.

Issuing Permits and Inspections

1. Installer/Owner submits permit request form and pays permit fees.
    a. If owner, all necessary documents must be completed if permit is for an installation by the homeowner.
2. MHD staff processes the permit request
    a. Form is reviewed for completeness
    b. Licensee number of person performing the work is validated (requires look-up in licensee database)
    c. Open database and create record using permit request information
    d. System auto generates a sequential permit #
    e. Print permit
    f. Provide permit copy to the purchaser
    g. Process payment and issue receipt; fees paid by cash, check or credit card.
        i. Log check #, purchaser, amount and receipt # in manual log
3. Licensee/Owner posts permit at jobsite
4. Licensee/Owner performs permitted work
5. Licensee/Owner requests inspection
    a. Request is submitted to Division via Fax to one central Division office location
    b. Permit system is updated with inspection request data, including assignment to either Carson City, Elko, or Las Vegas regional offices.
6. Pending Inspection report is created
    a. Information on reports
        i. Sorted by office with page breaks by office
        ii. Work is distributed by office location and determined by work load and resources available
        iii. Report include comment sections for reference to historical information relating to the specific permit
7. Inspection is completed by Division staff, contracted inspector or authorized local jurisdiction.
    a. Work distributed to specific inspector
    b. Inspection performed on work permit was purchased for.
        i. Verify type of work to be inspected
        ii. Gather all necessary documents needed for inspection: plans, previous correction notices; notes, instructions from licensee/owner, etc.
    c. Inspection passes or fails
        i. If Passed;
            1. Install installation seal on building and complete installation certificate, make necessary notes on permit request form.
        ii. If failed;
            1. Complete correction notice and post if necessary, complete information on permit request form.
8. Paperwork returned to staff for data entry

   a. Data entry clerk enters all relevant data into permit system
   b. All relevant permit data into permit system
   c. All relevant seal/certificate information into "Seals" database (See Seal and Certificate Tracking workflow)
9. Generate reports as needed

Seals and Certificate Tracking

The Division uses a stock of seals that are purchased from a vendor. The seals stock contains preprinted serial numbers. When an installation/repair is complete and passes inspection, then a seal is affixed to the structure. The process involves the inventory and control of the seals.

1. For reference types of seals, all are serialized
   a. Trip Permit (Trip permit and matching certificate)
   b. IN Seals (Installation seal and matching certificate)
   c. FH Seals (Factory Housing seal and matching certificate)
   d. CC Seals (Commercial Coach Compliance seal and matching certificate)
   e. MC Seals (New Manufactured Building seal and matching certificate)
2. Seals/Certificates are received from supplier
   a. Full number range of seals are entered into the database, the first step for the full life cycle of Seal/Certificate tracking.
3. Seals/Certificates are distributed to Inspectors in batches. Inspectors include; Division staff inspectors, Charles Abbot Associates contracted Inspectors and Counties with agreements with the Division to perform installation inspections.
   a. Batch of Seals are counted and batched.
   b. Serial number of batch range of numbers must match the serial number range of the certificates (usually batches of 25 or 50) distributed.
   c. Range of Seal/Certificates numbers are assigned to the inspector and match the range of seals/certificates that are updated in the system, noting assignment to the specific inspector.
4. Seal applied to structure, Certificate return to office for data entry
   a. Seal applied to structure/building
   b. Certificate copies (4 part NCR form) is manually completed and distributed:
      i. White=Purchaser; Blue=Approving Agency; Yellow=MHD; Pink=Installer
   c. Data entry of returned certificate to be entered into the database with 7 days of issuance.
      i. Data entry clerk insures all fields are complete on the certificate.
         1. Details include; installer, license number, owner (last name first), date of inspection, site address, year of home/building, full serial number (alpha numeric, enter without any spaces) size, manufacturer, inspector, and type of installation.

   d. Data entry of certificate information is completed, data entry clerk initials hard copy to indicate that record has been entered into the system.
   e. Paper certificate is filed and retained by division for three years.
5. Generate reports as needed

Plan Review Work Process

Division staff review plans for manufactured houses. This includes factory, residential and commercial plans.

1 Factory Plans (without 3rd party approval)
   a Stamped received on the accompanying “Request for Plan Review” Form.
   b Issue a Plan Number by entering information into the Plans Database. Write, or stamp, the Plan Number on the Request for Plan Review Form (this form becomes the cover sheet for the plans).
   c Plan Review information is then entered in the “Plans Spreadsheet.”
   d Plans are then scanned and placed in the S: drive
   e Email is then sent to all Inspectors that plans are in the system and ready for review with the following information.
      i Company Name
      ii Date Received
      iii Plan Number
      iv Location of Plans (MHD Office)
      v Submitted By
      vi Scope of Work
      vii Address of Work
      viii Approval Date
      ix Date Returned
   f After Plans have been approved an email will be sent back to the Inspector(s) that plans can be stamped approved.
   g Inspector(s) will “Electronically Stamp” the scanned plans already in our record system. Then they will “Wet Hand Stamp” the hard copies to be returned to customer.

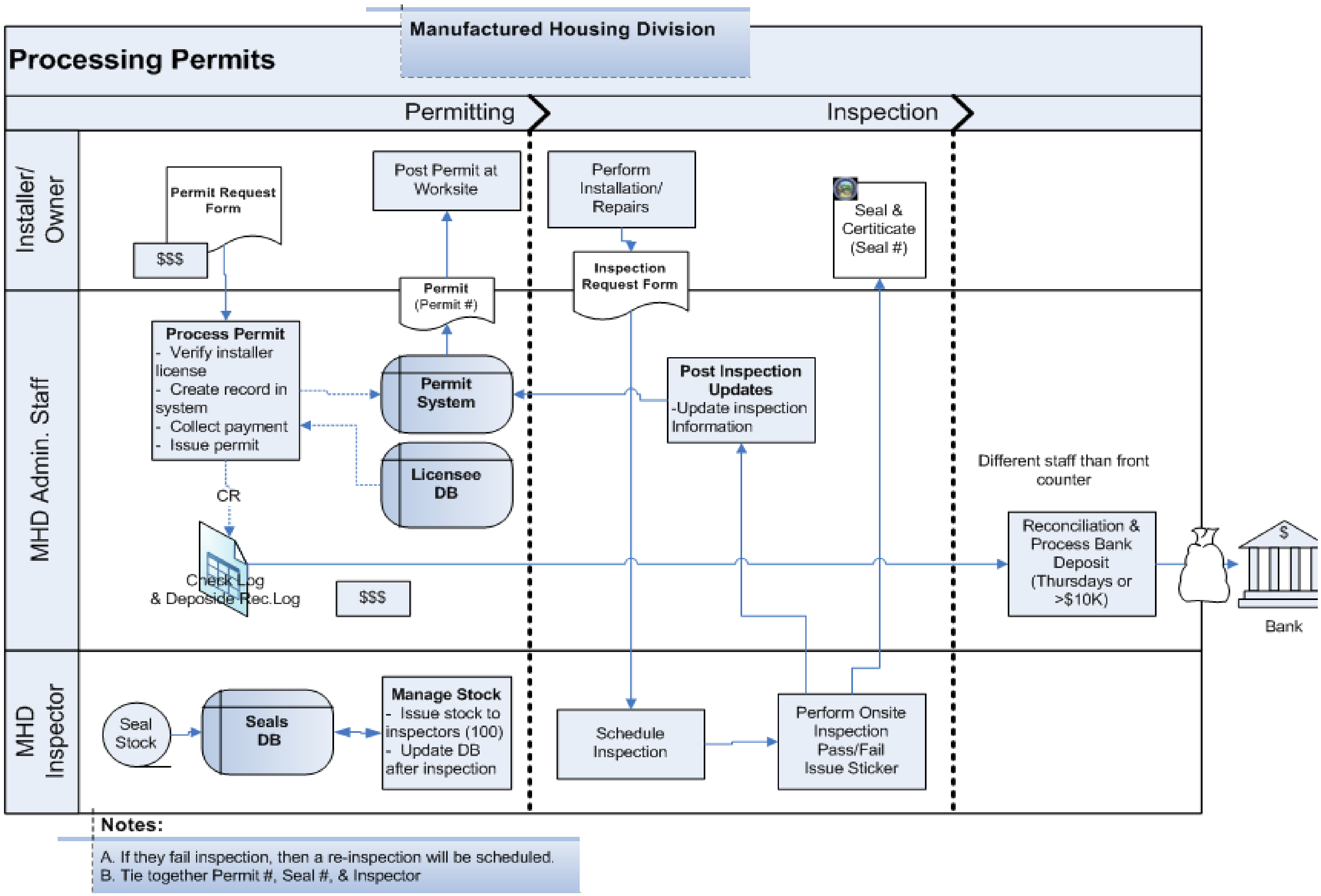
2 Factory Plans (with 3rd party approval)
   a Stamped received on the accompanying “Request for Plan Review” Form.
   b Issue a Plan Number by entering information into the Plans Database. Write, or stamp, the Plan Number on the Request for Plan Review Form (this form becomes the cover sheet for the plans).

- c Plan Review information is then entered in the “Plans Spreadsheet.”
- d All copies of the plans (with 3rd party approval) can be “Wet Hand Stamped” as approved.
- e Plans are then scanned and placed in the S: drive
- f Plans can then be returned to customer.

3 Residential & Commercial Plans.

- a Stamped received on the accompanying “Request for Plan Review” Form.
- b Issue a Plan Number by entering information into the Plans Database. Write, or stamp, the Plan Number on the Request for Plan Review Form (this form becomes the cover sheet for the plans).
- c Plan Review information is then entered in the “Plans Spreadsheet.”*****
- d Plans are then scanned and placed in the S: drive
- e Email is then sent to all Inspectors that plans are in the system and ready for review with the following information.
  - i Company Name
  - ii Date Received
  - iii Plan Number
  - iv Location of Plans (MHD Office)
  - v Submitted By
  - vi Scope of Work
  - vii Address of Work
  - viii Approval Date
  - ix Date Returned
- f After Plans have been approved an email will be sent back to the office Inspector(s) that plans can be stamped approved.
- g Inspector(s) will “Electronically Stamp” the scanned plans already in our record system. Then they will “Wet Hand Stamp” the hard copies to be returned to customer.

Exhibit 2 – Process flow for Permitting and Inspections



Titling

The Division is responsible for maintaining the official title records for manufactured houses that are not real property. Title Transfer Documents can be received from New Owner, Dealer, Lien Holder, or Title Company.

1. Received over Counter –
    a. Review documents for correctness – if errors, have customer correct or explain errors and give documents back to return later. Provide customer with correct forms.
    b. If correct, date stamp and submit to title clerk

2. Received in mail or by courier delivery – Date stamped by receptionist
    a. Review documents for correctness – if errors, write go back letter to person submitting documentation, or to Dealer. If a currently licensed dealer is involved in transaction. Mail back for correction with all submitted original paperwork, any blank forms required and funds
    b. Save copy of Go-Back letter share drive, “Carson City GOBACKS” folder, “Go Backs” sub-folder, appropriate month/year sub-sub-folder for the date the letter was written.
    c. Files named by last 6 digits of the serial number, which is also called the “reference number” in the Go-Back letter (if the serial number is less than 6 digits long, the entire serial number is the reference number).

3. For correct documents received –
    a. Look up current title record in the database
    b. Verify that title record matches and has not been previously expired
        i. If current record is expired, the expired title is kept and a Go-Back letter is written to the submitting person explaining the situation with a photocopy of the title.
        The Go-Back letter is saved as per the aforementioned procedure.
    c. Expire the current title record and place the new information in the database under the new title record.
    d. Print a Hard Copy of the current title record to attach to submitted documentation
    e. Verify that the Title Number in the upper left hand corner of the title record screen matches the Title Number of the next physical title in the printer
    f. Enter Name of new owner(s)
        i. Indicate “And” “Or” or “/” if neither are applicable
        ii. Enter in “JTWROS” if applicable
    g. Address change/update, if applicable
    h. Name and address of Lien Holder, if applicable
    i. Enter mailing address as indicated by submitted documentation
    j. Print the new title

4. Attach "Office Copy" of printed title with a single staple to all documentation submitted for transfer.
    a. All title paperwork processed on the same day are kept together with a cover sheet and bound by a rubber band and placed in a box until shipped for imaging.
    b. Monthly, send boxes of documents to Imaging to be scanned and digitally imaged
    c. Boxes of Originals are retained for 1 year. After verifying data on imaging is clear, documents can be shredded

5. Give checks to receptionist to be deposited.

6. Notices of Liens, Notices of Sale by Auctions, or Notices of Opposition to Liens are received by the Division via mail or over counter delivery.
    a. Receptionist date stamps received, gives to Education Officer for processing within 24 hours
    b. Education Officer reviews them for accuracy insuring that dates are correct, compares with title database to ensure all persons were noticed, dollar amounts are not exceeded:
        i. If correct, the Education Officer enters the date they were received in the title program
        ii. If incorrect, the Education Officer returns the documents for correction. Go back letter is written and retained on the Share Drive – same procedure as titles.
    c. Original Notices are filed in the appropriate folder for the month in which they were received for the current calendar year.
        i. Previous calendar year Notices are filed in chronological order in a separate filing cabinet.
    d. When a Certificate of Ownership is requested in which there are Notices listed, title clerk pulls original Notices from files and attaches to the title record for imaging.
    e. Notices are retained for 1 year, and then shredded.
    f. When completed, give checks to receptionist for deposit

7. Real Property Notices – Conversions and Unconversions
    a. Follow same review and go back procedures as Title Transfers
    b. If Conversion – update database to show Converted to Real Property and Print Real Property Notice
        i. Mail one copy to person submitting documentation
        ii. Fax or mail one copy to County Assessor
        iii. Retain documents for imaging same as title procedure
    c. If Un-Conversion – update database to show unconverted and follow procedures for printing Title and imaging
    d. When completed, give checks to receptionist for deposit

Licensing

The Division licenses manufacturers, dealers, salespersons, servicepersons, and responsible managing employees. Renewals occur every two years and are based on the original issue date.

1) <u>NEW APPLICATIONS</u>

- a) received in person
- b) in the mail
- c) date stamped by front desk admin person
- d) Licensing Officer reviews and confirms
  - (1) all required documents have been received
  - (2) are completed with necessary information, signatures and dates.
- e) Pending Status
  - (1) Incomplete or missing info
    - (i) Contact Applicant
      - a. Send letter or email
      - b. Contact by phone and note in comment section of database
    - (ii) Await Background Check
- f) When Information is complete - Enter into the database
  - (1) PEOPLE
    - (i) Social Security #
    - (ii) Last name
    - (iii) First name
    - (iv) Resident address
    - (v) County
    - (vi) Mailing Address
    - (vii) Home phone
    - (viii) Cell phone
    - (ix) Personal Email address
    - (x) Date app was received
  - (2) COMPANY
    - (i) License #
    - (ii) Name of Company
    - (iii) Business Address
    - (iv) County
    - (v) Mailing Address
    - (vi) Company Phone Number
    - (vii) Class of license
    - (viii) Trust Account Number
      - a. Bank Name
      - b. Bank Address
    - (ix) Specialty Serviceperson – NSCB Classifications

(x) Date license was issued or denied or provisional
(xi) Expiration date
(xii) Comments

g) Give Check to Front Desk for deposit

h) Issue New License
 i) Licensee
 ii) Company
 iii) License #
 iv) Issue date
 v) Expiration date

2) <u>RENEWALS</u>

a) Mail renewal application 8 weeks prior to expiration date
b) Renewal application is received
 (1) in mail
 (2) in person
c) Date stamped by front desk admin person
d) Licensing Officer reviews and confirms
 (1) all required documents have been received
 (2) are completed with necessary information, signatures and dates.
e) Contact Applicant if incomplete or missing info
 (1) Indicate status as "Pending"
 (2) Send letter or email
 (3) Contact by phone and note in comment section of database
f) When Information is complete - Enter into the database
 (1) Company
 (2) Date Renewal App was received
 (3) Renewal Fee
 (4) Late Renewal Fee
 (5) New Expiration Date
 (6) Indicate status as "Renewed"

3) <u>GENERAL INFO</u>

a) Change Form is received
b) Duplicate License
c) Address change
 (1) Copy of new local business license required
d) Company Name change
 (1) Copy of new local business license required
e) Licensee Name change
f) Specialty Serviceperson Classification change
 (1) Copy of new NSCB license required
 (2) Enter all requested changes to appropriate field in database

g) Transfer form is received for RME or Salesperson transfer

h) Enter to database
   (1) Name of previous employer
   (2) Name of new employer

4) LIMITED LIEN RESALE LICENSE

a) Mobile Home Park will send application
   (1) Licensing Officer reviews and confirms that all required copies are received
   (2) Enter into data base
      (i) Name of MHP
      (ii) Name of Park Owner
      (iii) Name of Park Manager
      (iv) Year of MH
      (v) Model of MH
      (vi) Serial # of MH
      (vii) Date of LLR License
      (viii) LLR License #
   (3) Print license which includes all of the above information

Investigations

The Division investigates complaints related to manufactured home, mobile home parks and licensees.

Investigations (Landlord/Tenant and Consumer Complaints)

1) Complainant files written complaint with Division
    a) Compliance Investigator reviews complaint for completeness
    b) Contacts complainant with any questions, requests for clarification or documents

2) Compliance Investigator sets up complaint in Database
    a) General Data
        i) Complaint ID
        ii) Type of Complaint
            (1) Landlord/Tenant (NRS 118B)
            (2) Consumer (NRS 489)
                (a) Quality of Workmanship
                (b) Unlicensed Activity
            (3) Abatement (NR S 461A)
        iii) Source of Complaint
        iv) Date Opened
        v) Investigator assigned
    b) Complainant Information
        i) Name
        ii) Address
        iii) City, State, Zip
        iv) Phone
        v) Email (if available)
    c) Respondent Information
        i) Respondent Name
        ii) Company/Park
        iii) Address
        iv) City, State, Zip
        v) Phone
        vi) Email (if available)
    d) Allegations and Case Notes
        i) Allegations of Complaint
        ii) Ongoing notes
        iii) Review Dates
        iv) Dates of Correspondence

3) Investigator Begins Investigation
    a) Landlord/Tenant and Quality of Workmanship Complaints

- i) Investigation Opening Letter
  - (1) Sets forth Issues, Allegations and Possible Statutory Violations
  - (2) Expectations of the division
  - (3) Requests Documents or Feedback
  - (4) Sets Time Frame for Response
- b) Investigative Follow-up
  - i) Fact Gathering
    - (1) Witness Statements
    - (2) Documents
    - (3) Photos
    - (4) Observation
    - (5) Peer Collaboration
    - (6) Deputy AG
    - (7) Visits (park or work site)
    - (8) Rules, Statutes
  - ii) Update notes in database
- c) Second Request to Respondent
  - i) Second Letter if no response by Respondent
    - (1) Intent to File Notice of Violation
    - (2) Request response and documentation
- d) No response from respondent
  - i) Notice of Violation
  - ii) Determine appropriate disciplinary action

4) Unlicensed Activity
   - a) Cease and Desist Letter of Instruction to Respondent
   - b) Notify homeowner where unlicensed work is being done if applicable
   - c) Post Stop Work Order if applicable
   - d) Update notes and close complaint

5) Abatement Complaint
   - a) Document alleged deficiencies
   - b) Notify homeowner and park owner (if applicable prior to inspection
   - c) Schedule Inspection (within 72 hours of complaint)
   - d) Review Inspection Results
   - e) Post “Do Not Occupy” if necessary
   - f) Remediation letter to Homeowner
     - i) Items to be fixed
     - ii) Demolishment option
     - iii) Time frame for remediation
     - iv) Re-inspection
   - g) Abatement Order, if necessary

6) Complaint Resolution
   a) Non Jurisdictional
      i) Falls outside Statutes and Regulations they administer
      ii) Letter to both parties as appropriate
         (1) Close complaints
         (2) Suggest alternative methods to solve dispute
   b) Complaint Substantiated
      i) Respondent is at Fault
      ii) Letter to both parties
         (1) What actions respondent is expected to take
         (2) Time frame for actions to be taken
   c) Complaint Unsubstantiated
      i) No Violation of Statutes or Regulations Can Be Found
      ii) Letter to both Parties
      iii) Why complaint could not be substantiated

Mobile Home Parks

The Division maintains an inventory/profile of all the mobile home parks in the state. They also track changes in park ownership and park managers. They also ensure owners and managers attend MHD sponsored training on an annual basis.

Annual Park Surveys & Reporting:

Prepare and mail:

1. Review and make changes to Annual Report (Word Doc & PDF) by first week of June annually. Amend Cover Letter to include any new procedures or requirements.
2. Print forms for mailing
3. Upload form and cover letter to website
4. Run "Owners Labels" from Park Database Reports List
    - Include Exempt Parks
    - Print 2 sets of labels – eliminate any duplicates
    - Photocopy label sheet on regular stock to use for checklist
    - Affix one label to envelope, affix one label to the form, fold form and cover letter & stuff envelopes
    - Send Certified to allow tracking
    - Mail no later than June 25th to allow delivery before July 1st.

Annual Park Forms - Return

1. Review Forms – use printout of labels to note date forms received, date forms returned, or dates phone calls/emails sent for follow-up. Mark off forms received and all correct.
    - If any errors - do not continue to enter information into database or deposit check – set file aside, contact Park via email or return documents as needed, and calendar for follow-up
2. Update information in Parks Database
3. Compare number of lots from previous years. Enter any changes. If numbers do not match total number of lots from previous year, contact Park via email or phone
4. Verify # of Park owned homes against ownership records in Title Database
5. Validate number of lots in top section of report with bottom Demographics section
    - Verify Fee calculation IS CORRECT and check is properly completed – if not, contact Park via email or return form and check for correction.
6. Update rent History
7. Verify Owner or Manager Information – if anything has changed:
    - Contact Park for Ownership or Manager Change Forms as needed
    - Verify Vendor Registration is current in Controller database. If not, contact Park for submission of new forms.
8. Enter Email & Fax #'s in Memo Section of Database
9. Date and Initial that you have completed review and all is correct on top of page 1 of form. Give check to Front Desk Assistant to make a copy for the file, and deposit original.
10. Update Outlook Contact List
    (a) Park Owner/Manager Information
    - Name, Title, Park Name, Email address, Phone numbers, Fax #'s, mailing and park location addresses.
11. Check for Satisfaction of Education Requirements for all managers and assistant managers
    - If education is missing give file to Education Officer to follow-up.

Incorrect Forms Not Corrected by Deadline, or Forms Not Received by 30 day Deadline:

(a) Assess 50% penalties
(b) Where possible, send email "Report Not Received" and "Corrected Information Not Received" with delivery/read request, otherwise mail as per (c)
(c) Send "Report Not Received" Letter or "Corrected Information Not Received" Letter to Park with demand for compliance and payment within 30 days, or Notice of Violation will be issued. Calendar for 30 days.
(d) Run "Parks Who Have Paid" report and compare to Label Printout Checklist for accuracy.
(e) Run "Parks Who Have Not Paid" report and compare to Label Printout Checklist for accuracy.
(f) After 30 days, print another "Parks Who Have Not Paid" report
   - If report and payment or corrections are not received, prepare Notice of Violation Order, have Administrator sign, and mail Certified Return Receipt to Park Owner. Send a copy by Regular Mail to Park Owner and Manager addresses.
(g) Contact DAG to enforce Notice of Violation.

Update of Mobile Home Park Records
When mobile home parks change owners or managers, they must report this to the Division. The Division updates their records accordingly.

Lot Rent Subsidy Program

The Division administers the Lot Rent Subsidy Program which provides financial aid to qualifying low-income mobile home park residents by paying 30 percent (not to exceed $150) of their monthly space rent. The program is administered from the Carson City office.

Lot Rent Subsidy Program:

Application:
1. Upon request for application, either mail or email to tenant
2. Mail or email Park Certification to Mobile Home Park
3. Verify Park is eligible for LRS

As applications come in:
1. Enter information regarding applicant into database:
   a. Name
   b. Address – mailing and location
   c. Park of occupancy
   d. SS#, birth date
   e. In notes section, enter misc information – living situation, income situation, etc.
   f. Dates applied, status and date of status (approved, pending, denied, ineligible and reasons)

   g. Contact Park if Manager Certification is not included or received
2. If approved, send approval letters to Park and Tenant and create hard file
3. If denied, send certified letter to tenant, file in drawer 1 year retention
   i. Monthly, review drawer and shred documentation over 1 year old
4. As Rent Increase Notices are received, place in binder by month of rental increase
   i. Contact Park if notice not received 90 days prior to increase

Monthly Process:

1. Update applicant information as needed;
   a. Remove recipients no longer eligible –
      i. Reason for ineligibility
      ii. Date of ineligibility
   b. Run Recipient by Park report and verify Vendor Information
   c. From Recipient by Park report review rent increases for Parks, enter new rent amounts for each applicant
   d. Click on “Calculate Subsidy Payments” in database
   e. Run new reports: Recipient by Park, Current Recipients, and Monthly Activity Reports
   f. Verify information is accurate on reports
   g. Submit to ASO for entry into Advantage System and issuance of EFT’s to Park
   h. Troubleshoot problems with payments to Park –
      - Vendor account deleted by Controller?
      - Bank Account Changes
      - Park Ownership Changes
      - Tax ID # Changes
   i. Compile statistics for Performance Indicators
      - Number of applications received, by North and South
      - Number of applications denied
      - Number of applications approved
      - Number of recipients made ineligible
      - Number of recipients currently on program
      - Number of Parks with recipients on program
      - Number of days required to process applications

Annual Process:

1. Before January 25th annually, update “Renewal Application” form for current recipients.
2. Run labels for current recipients, place on envelopes, and mail out to current recipients no later than January 25th.
3. When returned:
   a. Pull file, review application for completeness, make any changes necessary in database regarding living situation, number of people in home, rent amount, income & assets.
   b. Notate on mailing list as renewals are approved and re-file file.
   c. Notate on mailing list when additional information is needed or when application is returned for correction.
      i. Compose and send letter to recipient as required
      ii. Make phone call to recipient as required
      iii. Hold file and calendar for follow up.
   d. Notify Park by email or mail of any recipients removed from Program

4. Notify Parks of any change in Subsidy Program (mail or email)
5. By April 15th determine that there are sufficient funds in the budget to provide assistance to all who are approved for subsidy based on completion of the renewal process.
   a. If not sufficient, contact ASO to determine if work program is required.
   b. Review and determine if changes need to be made to the program (% paid, wait list, etc.)
   c. On May 15th, note in the program folder the fund balance obtained from the ASO and your findings and actions taken if needed.

Reports issued from this program:

- Current Recipients by Name including rent amount, subsidy amount, Park name, dates
- Recipients by Park including name, lot # and amount of subsidy paid that month
- Monthly approved, denied, ineligible, waiting list
- Monthly Activity – Park name, Vendor #
- Annual Activity
- Program Statistics by County
- Applicant History by Name, Park, Age and Sex

Education

The Division approves Continuing Educations (CE) providers and courses. They also track CE for licensees and park owners and park managers.

<u>RESEARCH COMPANIES TO PROVIDE CE:</u>

1. Use the internet to search for providers that could offer CE
2. Contact Manufacturers, Product Suppliers and other such companies that may offer classes that could be used for CE
3. Contact companies that provide Real Estate CE to determine if their classes could be used.
4. Maintain a spreadsheet indicating company contacted, date contacted, contact name and phone number, and outcome.

<u>APPROVING A COMPANY AND INSTRUCTOR AS A CE PROVIDER:</u>

Application:

1. Upon request for application, either mail or email to applicant

As applications come in:

1. Verify application is complete:
   a. Name of school or business, owner information, contact name, email and phone #
   b. Addresses of business, owner and instructor, and Instruction Site
   c. Purpose of school, Title of Course
   d. Delivery Method, Explanation of procedure for attendance requirements
   e. Course Objective and Subject Classification –
      - Dealer

- RME
- Salesperson
- General and Specialty Servicepersons
- Park Owners and Managers

f. Completed check list of required material submitted with application.

Instructor Application: Reviewed after Company Application is approved

2. Verify form completed and signed property, proof of qualifications are attached – must clearly indicate how instructor is qualified to teach the course – and proper payment is included.
3. Verify Course Material is included:
   j. Sample Course Evaluation/Instructor Evaluation Form including Sponsor and Instructors Names
   k. Sample Certificate of Completion Including:
      - Course/Class Title
      - Sponsor Name
      - Name of Licensee or Park Owner/Manager attending course (and Park Name if Park CE)
      - Date and Length of course (in hours)
      - Instructor or Sponsor Signature

   l. Sample Attendee sign in/out sheet showing course information, attendee name and company, sign in and out times.
4. If anything out of order or documents missing, return application for correction.
5. If proper and complete, approve course and send notification to Sponsor including copy of approved application:
   a. On front of application assign CE #, initial and date.
   b. Stamp paid on top of application
   c. Deposit check

COURSE PROCEDURES:

1. Sign in sheets are received from sponsor after each class is concluded – must be received within 30 days.
   a. For PARKS CE:
      - Copies of completed certificates will also be provided with the course sign in sheet
      - Enter attendee into the specific Park in the Parks database. If an attendee owns or manages more than 1 park, be sure to enter into each Park.
      - Enter name, position (Mgr, Asst. Mgr, etc.), date of course, name of course, credit hours (minimum 3, maximum 6)
      - When all attendees are entered, print an Education Report from the Parks database and retain it as a pdf in the share drive listed by Class Title, Date and Location.
      - File copies of certificates in the specific Park file.
      - At the end of each calendar year, run another Education Report to determine which parks have not complied with CE. Send letters to owners of Parks with 30 day notice of intent to file Notice of Violation. Calendar for 30 days for follow-up.
        - For Parks who do not comply by the next available date, forward file to Program Officer for Notice of Violation Order and legal action.

b. For SERVICE PERSON CE:
  - Sponsor will forward certificates when licensees have completed CE. Enter into licensing database, give original to Licensing Officer.
  - Licensing Officer maintains separate database

OWNER AND MANAGER CHANGES / PARK OWNERSHIP CHANGE:

1. Park Ownership Change:
   a. Provide new owner, via mail or email, with New Owner Packet (cover letter and information on share drive) and Park Owner Registration form for completion and return to us – calendar for 15 days for follow-up
      - If owner will be manager, include copy of NRS and NAC 118B and acknowledgement form to be returned.

   b. Provide new owner, via mail or email, with Controller's Office information including Fax Sheet and Vendor Registration Form - include cover letter that explains State Business License and EFT requirements

   c. When forms are returned, verify they are complete:
      - If Park has a manager, forward NRS and NAC 118B and acknowledgement form to Manager. Calendar for 15 days for return and follow up.
      - Verify State of Nevada Business license on Vendor form is correct. Fax form to Controller.
      - Print a copy of the Secretary of State filing for business license and place in Park File.
      - Update database with new owner, manager, contact information, email, etc.
      - Update Outlook Contacts with owner, manager, contact information and email.

2. Park Owner INFORMATION Change Only (no change in owner):
   a. Provide owner, via mail or email, with Park Owner Registration/Change Form – calendar for 15 days for follow up
   b. If Bank Information, mailing address or Tax ID # has changed – provide owner with new Vendor Registration forms as above.
   c. Update Parks database and Outlook Contacts
3. Manager Change:
   a. Provide Owner with Manager Change Form – calendar for 15 days for follow-up
   b. When returned, forward copy of NRS and NAC 118B to new manager with acknowledgement form – calendar for 15 days for follow up.
   c. When received, verify form is correct – enter updated information into Parks database and Outlook Contacts.
4. Keep a spreadsheet of how many Owner and Manager changes are processed monthly for Performance Indicators.

COMPLETE MONTHLY PERFORMANCE INDICATORS:

a. In share Drive, under Performance Indicators, enter the following:
   - Number of Park staff attending CE classes
   - Number of Owner/Manager change reports processed

Reports issued from this program:

- PARKS ONLY – Education reports for staff attending. Education reports for staff NOT attending.

Cash Receipts/Deposits

The Division processes payments for permits/inspections, titles, licenses, and the sale of reports. They take payments in the form of cash, checks, and credit cards.

Deposits

1. Deposit information is collected and updated into 3 logs/spreadsheets.
    a. Check Log
    b. Deposit Receipt Log
    c. Credit Card Receipt Log
2. The Check Log includes all cash and check deposits for the month. The sheets are titled by the date of the deposit.
    a. Enter date, name, transaction type, permit number (if necessary), dollar amount, cash or check information, and if the transaction was a walk-in, the corresponding receipt number
    b. Verify that all payments have been entered into the check log
    c. Make sure that all check numbers, amounts, and receipt numbers have been entered correctly
    d. Include deposit slip number, preparers name, and number of checks in designated cells at the bottom of the log
    e. Verify that all checks have been endorsed
    f. Save all changes
3. The Deposit Receipt Log includes all cash and check deposits for the month. The sheets are titled by the date of the deposit.
    a. Each column shows the date of the transaction. Going through the check log day by day, enter the quantity of each transaction in the appropriate cell. The grand total at the bottom of the spreadsheet should be the same as the grand total on the check log.
    b. Include deposit slip number and date of deposit in designated cells at the bottom of the log
    c. Save all changes
4. The Credit Card Receipt Log includes only credit card transactions processed by Paypoint.
    a. Each sheet is titled by the date of the deposit
    b. Enter the quantity of each transaction in the appropriate cell.

c. Include the date of the deposit at the bottom of the log
d. Save information and email to financial rep in the Director's office each day that there are credit card transactions to report

Online Services to the Public

The Division provides the capability for the public to lookup information from their website. Two key items that the Division provides are:

- Title Lookup – Public can search and lookup information on manufactured home titles.
- License Lookup – Public can lookup information on licensees.

5. Metrics

Permits & Inspections

Permit/Inspection Type	FY 2013 Volume	Comments
1 Hour Inspection - Basic	618	
1 Hour Inspection – Compliance	26	
1 Hour Inspection – Enforcement	8	
Re-Inspection	343	
Installation – Dry	306	
Installation – Wet	87	
Multi-section Home	211	Involves 2 site inspections for this permit type (count of 422).
Single –section Home	251	
Total Annual	**1,850**	
There were 5 inspections that involved a travel fee only.		

Inspectors

Category	Count	Comments
Number of inspectors on staff	4	Plus a supervisor for a total of 5.
Contracted inspectors – typically contracted for remote areas. They will follow the same process as staff inspectors.	TBD	It is estimated that there will be approximately 100 inspections performed by contracted inspectors in the course of a year.

Plan Review Volume (Per Year Est.)

Plan Type	Count	Comments
Factory Plans (without 3rd party approval)	125	
Factory Plans (with 3rd party approval)	68	
Residential & Commercial Plans	140	
Total	**333**	

Title Activity

Activity Type	Calendar Year 2013 Volume (Ending Dec 2013)	Comments
Titles Issued	2,511	
Titles Issued (Real to Personal Property)	3	
Real Property Notices Issued	146	Convert to real property.
Liens Placed	657	
Liens Removed	239	
Oppositions to Lien	5	
Notices of Sale by Auction	328	
Total Annual	**3,86**	
Database Record Counts		
Active Title Records	79,762	
Expired Title Records	174,839	
Total Records	**254,601**	

Licensing (Active)

License Type	Count as of Aug 2013	Comments
Manufacturers	71	
Dealers	63	
Salespersons	81	Must be affiliated with a dealer.
General Serviceperson	95	
Specialty Serviceperson	187	
Responsible Managing Employee (RME)	36	Can represent manufacturers, dealers, general servicepersons, or specialty servicepersons.
Total	**533**	
Turn-over: On the average there is a turn-over rate of approximately 2 to 3 licensees per month. **Renewals:** All license types are on a 2 year renewal cycle, based on issuance date.		

Education

Education Item	Approx. Count	Comments
Number of approved education providers	15	
Number of approved courses	15	

Complains Investigations (Annual - FY 2013)

Item	Count	Comments
New Complaints Received		Complaint submitted in writing to MHD on a complaint form.
Landlord/Tenant (NRS 118B)	160	
Consumer (NRS 489)	106	
Abatement (NRS 461A)	62	
Total New Complaints	328	
Other Activities		
Park Visits	140	
Informal Complaints Managed	122	A verbal complaint handled through communication with a 3rd party.
Inquires Handled	1,742	An issue that can be handled by the investigator without involving any other party.

Park Statistics (As of 1/24/2014

Item	Count	Comments
Total Open Parks	401	
Total Spaces for Open Parks	30,874	
Total Spaces Occupied	26,244	
Park Owned Homes	3,610	
Tenant Owned Homes	22,634	
Lot Rent Subsidy Recipients	183	
1. The Division surveys the parks once per years and assesses an annual fee. 2. Parks are required to report changes in management and ownership to the Division.		

6. Current Systems

The following are the primary systems used by Manufactured Housing. The systems are all "stand alone" and not integrated. The Division is looking to replace all the systems with the possible exception of the KOVIS document management system which is used to store and retrieve title documents. The Division desires to have the new system integrate with the document management system in terms of maintaining title records.

1. Permit Database (MS Access) – tracks permits and inspections.
2. Seals Database (Foxpro) – Tracks the inventory of seals. This includes:
   a. Inspectors they are assigned to (inspectors are issued groups of 50)
   b. Permit which it is related to (seal is posted at site upon passing inspection)
   c. Does Seals system generate "plates" that are installed at the manufacturer and when a home is delivered to site
3. Licensing Database (Foxpro) – Tracks licensing information on individuals and companies licensed by the division. Includes: (a) Repair & installation licensees; (b) Dealers; and (c) Manufacturers.
4. Titling Database (Foxpro) – Tracks title information on manufactured homes. Includes information on title, owners, characteristics of manufacture home and location. Also prints title documents.
5. Parks Database (Foxpro) – Tracks information on trailer parks, including ownership, location, spaces (both occupied/unoccupied
6. Investigations Database (Access) – Tracks complaints and investigations.
7. KOVIS (Document management system) – Storage and retrieval of title documents.
8. Check Log – Excel sheet used to track check information.
9. Online Lookup
   a. Title Lookup – Public search of title information on Division website (dynamic data).
   b. License Lookup – Public lookup of license information (static data).

Exhibit 2, below, shows how the current systems are aligned to support the Division's business functions.

Exhibit 2 – Current Systems Aligned to Business Function

Process\ System	1 P & I	2 Titling	3 Licensing	4 Investigate	5 Parks	6 Rent Sub	7 CR/Dep	8 OL Services
Permit DB	X							
Seals Sys DB	X							
Licensing DB	X		X	X				
Titling DB		X						
Parks DB				X	X	X		
Investigation DB				X				
KOVIS (Doc Mgmt)		X						
Check Log							X	
Title Lookup – Web Site		X						X
License Lookup Web			X					X

7. RFI Timeline

The following represents the proposed timeline for this RFI. All times stated are in Pacific Time (PT).

Task	Date/Time
Publish RFI	03/13/2014
Deadline for submitting questions	04/1/2014 @ 4:00 PM
Answers posted to website	On or about 04/3/2014
Deadline for submission and opening of RFI responses	No later than 4:00 PM on 04/14/2014

NOTE: These dates represent a tentative schedule of events. The State reserves the right to modify these dates at any time, with appropriate notice to prospective vendors.

8. Vendor Questions for the State

For clarification concerning this RFI, written questions should be submitted via email to: kgreynolds@business.nv.gov with "RFI-MHD-2014 Questions" in the subject fields. Questions must be submitted by the deadline specified above under RFI Timeline. Answers will be posted to the Manufactured Housing Division website: http://mhd.nv.gov/Content/Meetings/Notices/

9. Vendor Submission Requirements

RFI Response Format and Content

The following outlines the sections and contents for the vendor's response.

Section	Description
Section 1: Title Page	
A. Title of RFI: NV MHD System Replacement	
B. RFI Number	Number of this RFI.
C. Vendor Name and Address	Name and address of responding vendor.
D. RFI Deadline	Deadline of this RFI – 4/14/2014.
E. Vendor Information Sheet	Attach and complete the Vendor Information Sheet from Appendix A.
Section 2: Vendor's Proposed Solution	
A. Executive Summary	Should describe in brief, general terms, how the vendor's solution can fit the State's requirements and any specific benefits that the State would have by choosing this solution. Note: the vendor can add any other information they deem will be valuable to the state in evaluating and understanding the vendor's solution(s).
B. Response to Vendor Questions	Vendor to include their answers to Vendor Questions in Appendix B.
Section 3: Vendor Background	
A. Overview of Company	Brief background of company, including years in business, staffing levels, industries supported, service and product focus and office locations.
B. Similar Projects	Brief description of similar projects the vendor has implemented.
Section 4: Vendor Questions	
Section 5: Requirements Checklist	
Section 6: Project Costs	Please provide estimated cost information regarding one-time implementation costs and on-going annual support costs for a four year period. If the vendor has more than one viable solution, they are encouraged to include costs for the various solutions. Cost information provided in response to this RFI will not be construed as a bid.
Section 7: Other Supporting Documentation	Additional information the vendor deems beneficial for the state to understand the vendor's solution offering.

RFI Submission Address

Vendors can submit responses by either email or hard copy.

Email:

kgreynolds@business.nv.gov

Include the following in the subject fields: **RFI-MHD-2014 Response**

Mailing Address for Hard copy:

State of Nevada, Manufactured Housing Division
1535 Old Hot Springs Rd., #60
Carson City, Nevada 89706
Phone: (775) 687-2060

APPENDIX A – VENDOR INFORMATION SHEET

VENDOR INFORMATION SHEET FOR MHD RFI – SYSTEM REPLACEMENT

Provide all requested information in the space provided next to each numbered question. The information provided in Sections V1 through V6 will be used for development of the contract;

V1	Company Name		
V2	Street Address		
V3	City, State, ZIP		
V4	Telephone Number		
	Area Code:	Number:	Extension:
V5	Facsimile Number		
	Area Code:	Number:	Extension:
V6	Toll Free Number		
	Area Code:	Number:	Extension:
V7	***Contact Person for Questions / Contract Negotiations, including address if different than above***		
	Name:		
	Title:		
	Address:		
	Email Address:		
V8	Telephone Number for Contact Person		
	Area Code:	Number:	Extension:
V9	Facsimile Number for Contact Person		
	Area Code:	Number:	Extension:

<table>
<tr><td rowspan="2">V10</td><td colspan="2">Name of Individual Authorized to Bind the Organization</td></tr>
<tr><td>Name:</td><td>Title:</td></tr>
<tr><td rowspan="2">V11</td><td colspan="2">Signature (Individual must be legally authorized to bind the vendor per NRS 333.337)</td></tr>
<tr><td>Signature:</td><td>Date:</td></tr>
</table>

APPENDIX B – VENDOR QUESTIONS

1. Solutions Platform/Architecture

B. Is your solution a Commercial-Off-The-Shelf system, a custom built system, or a combination of the two?

C. Describe the platform/architecture your solution is based on, e.g. J2EE, Microsoft.Net, IBM WebSphere, etc. Also include operating systems, e.g. UNIX, Microsoft Windows Server, etc.

D. Describe all development languages utilized, including any proprietary toolsets.

E. Describe all 3rd party software required or recommended for the solution, including report writers, GIS, document management, etc.

F. List the database software that you utilize, e.g. Oracle, SQQL Server, etc.

2. Solution Delivery

A. What are the options on how your solution is delivered?
   - Vendor hosted and maintained (cloud solution?)
   - Runs on customer's servers?
   - Combination of the above?

B. Does the system support local high availability through the use of the redundant servers? Please describe proposed solution architecture as it relates to availability?

C. Does the system support off-site disaster recovery through the use of redundant servers? Please describe proposed solution architecture as it relates to disaster recovery.

3. Security/Access Control

A. Does the system provide multiple levels of data security control access by station terminal or department and by transaction, function, and file?

B. Does the system provide Microsoft Active Directory Integration or like technology? Please describe integration capabilities in detail.

4. Other Functionality

A. Does the system support access from the field, such as in the case of inspectors.

B. Does the system provide global query function so that users can search system wide based on name, account, range of values, or partial and wild-cards?

C. Does the system provide tools for ad-hoc reporting, as well as the ability to create and deploy standardized reports?

5. Customer Support
   A. Describe the support that will typically be provided to assist employees with training, questions and problems, both during the project and after go-live?

Do you provide a help desk and what are the operating hours (pacific time)?

APPENDIX C – REQUIREMENTS CHECKLIS

Please indicate which requirements your solution supports by placing a check mark (X) in the appropriate column. Please include any comments or assumptions that you deem relevant. For requirements that your solution could meet with customizations (Custom) please include estimated additional costs in the Vendor Comments column.

Requirement Summary	Does vendor's solution Include?				Vendor Comments
	Yes	No	Partial	Custom	
1. Permitting & Inspections a. Issue and track permits b. Schedule and track inspections & re-inspections c. Record inspection results d. Track and generate seals and appropriate permit documents					
2. Titling a. Maintain title data, including model #s, serial #s, manufacturers, owners b. Maintain history of all title activity c. Track and Record liens, including parties involved, amounts, and reasons d. Track real property conversion					
3. Licensing a. License individuals and companies b. Track all licensing activity (history) c. Track licensee relationships to companies they work for d. Process renewals e. Process changes to licensee information and status f. Print licensing documentation					
4. Investigations a. Record and track complaints/cases b. Record investigation activities c. Record and track associated parties and correspondence d. Record and track hearing information e. Record outcomes and resolutions f. Track fines and restitution					

Requirement Summary	Does vendor's solution Include?				Vendor Comments
	Yes	No	Partial	Custom	
5. Mobile Home Parks a. Record profile information for mobile home parks, including owners, managers, location, address, number of lots (include filled & vacant), rent history b. Assess and invoice for penalties for non-compliance, and track payments c. Ability to maintain mobile home park data throughout the year					
6. Lot Rent Subsidy Program a. Process and track applications for the rent subsidy program b. Track approval or denial c. Calculate subsidy amounts d. Generate approval & denial letters e. Process annual renewals f. Generate program statistics					
7. Education a. Track schools b. Track instructors c. Track courses d. Track licensee CE course completion e. Track Park staff CE attendance					
8. Cash Receipts/Deposits a. Generate customer receipts b. Capture payment information, including payment type (cash, check, and credit card), payee, purpose, and customer account payment applied to. c. Ability to reconcile deposits to payments applied to accounts. d. Ability to track return checks					
9. Online Services to the Public a. Title lookup – Public can search and lookup title information online b. Licenses lookup – Public can lookup licensee information online					
10. Reporting a. Ability to setup pre-defined operational and management reports b. Ability to create ad hoc reports					

Please list other functions/features that your solution provides the may be benefit to the Division.